

2021



# IMPACT REPORT

*'Healthy & Fulfilled Lives'*




Ask about our CARF Accredited Programs and Services!

 24/7 Crisis Help Line **800-841-1255**

 Appointments or Questions **844-309-6385**

 Care Coordination **833-359-0106**

 [www.bbtrails.org](http://www.bbtrails.org)

 Administration:  
1009 North Georgetown Street  
Round Rock, TX 78664

# Welcome!

Dear Friends,

On behalf of the Board of Trustees and entire Bluebonnet Trails Community Services Team, we are proud to present our Annual Report for Fiscal Year 2021. Each year presents opportunities and challenges - and Fiscal Year 2021 certainly was not an exception. During the extraordinary year, Bluebonnet Trails Community Services responded to community needs during the coronavirus pandemic. On March 13, 2020, the Center's operational and communication plans were deployed fortifying 24-hour crisis care, retaining vital outpatient locations with skilled skeleton crews, and transitioning our Team to remote work assignments. On March 15, 2020, when Governor Abbott issued the statewide emergency order to isolate to contain the spread of COVID-19, this Team's implementation plan was underway. Our implementation plan contains a phased plan, continually updated by leadership, for our return to normal operations when the environment safely permits us to do so. Our annual report reflects the successful outcome of the intentional planning and concerted efforts of this Team.

Our culture is one that embraces respectful and welcoming care, innovation, collaboration and measurable performance of a committed and talented Team. The services and programs highlighted within our Annual Report are achievements informed through proactive conversations with the persons we serve, community partners and community stakeholders interested in developing healthcare in Central Texas. Each year, in response to the knowledge gained through these conversations and efforts, our Board of Trustees assesses and aligns the direction of Bluebonnet Trails Community Services.

This annual report underscores our ability to sustain and grow our vital system of care during an exceptional year. As the state and nation respond to the coronavirus and social unrest, we commit our efforts in service to Central Texans. As ever, we thank you for your continued interest, engagement, debate and support allowing us to advance as a system of excellence toward achieving our vision for and lives.

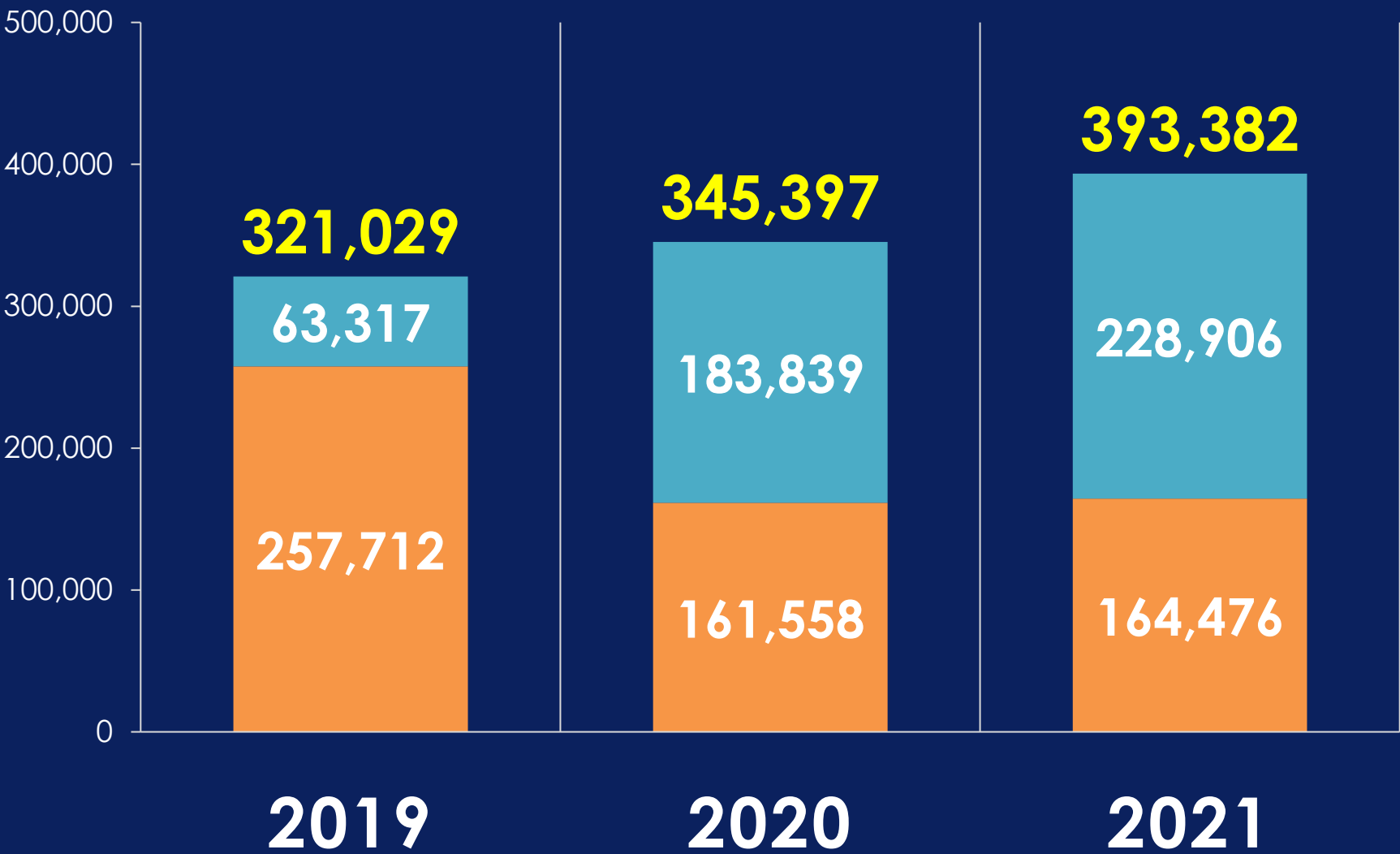
Andrea Richardson, Executive Director





# HOW SERVICES WERE PROVIDED

■ Face-to-Face
 ■ Virtual



La Grange Center Staff: Kara Uhl, Lucina Ruiz, LaDonna Boyd, Betty Jakobeit, Nancy Alvarado, MaLinda Ledwik, Becky Wright, Leslie Lindholm, and Alicia Coronado standing in front of the new center.



Care Coordination Team: Maria Kapadia, Maddison Noel, Shelby Bloodworth, Dallas Schwerdtfeger, Franchesca Gerardo, Destiny Luna, Rannel Foster, Janelle Alejandro, and Priscilla Barnes participating in a virtual team meeting.



Burnet County Youth & Family Team: Shanna Staten, Breanna Wiggins, and Samantha Stephens hosting a booth at the Marble Falls ISD Back-to-School Bash.



San Gabriel Crisis Center: Jessica Gentry and Amanda Coleman standing fix feet apart under the newly added outdoor canopy.

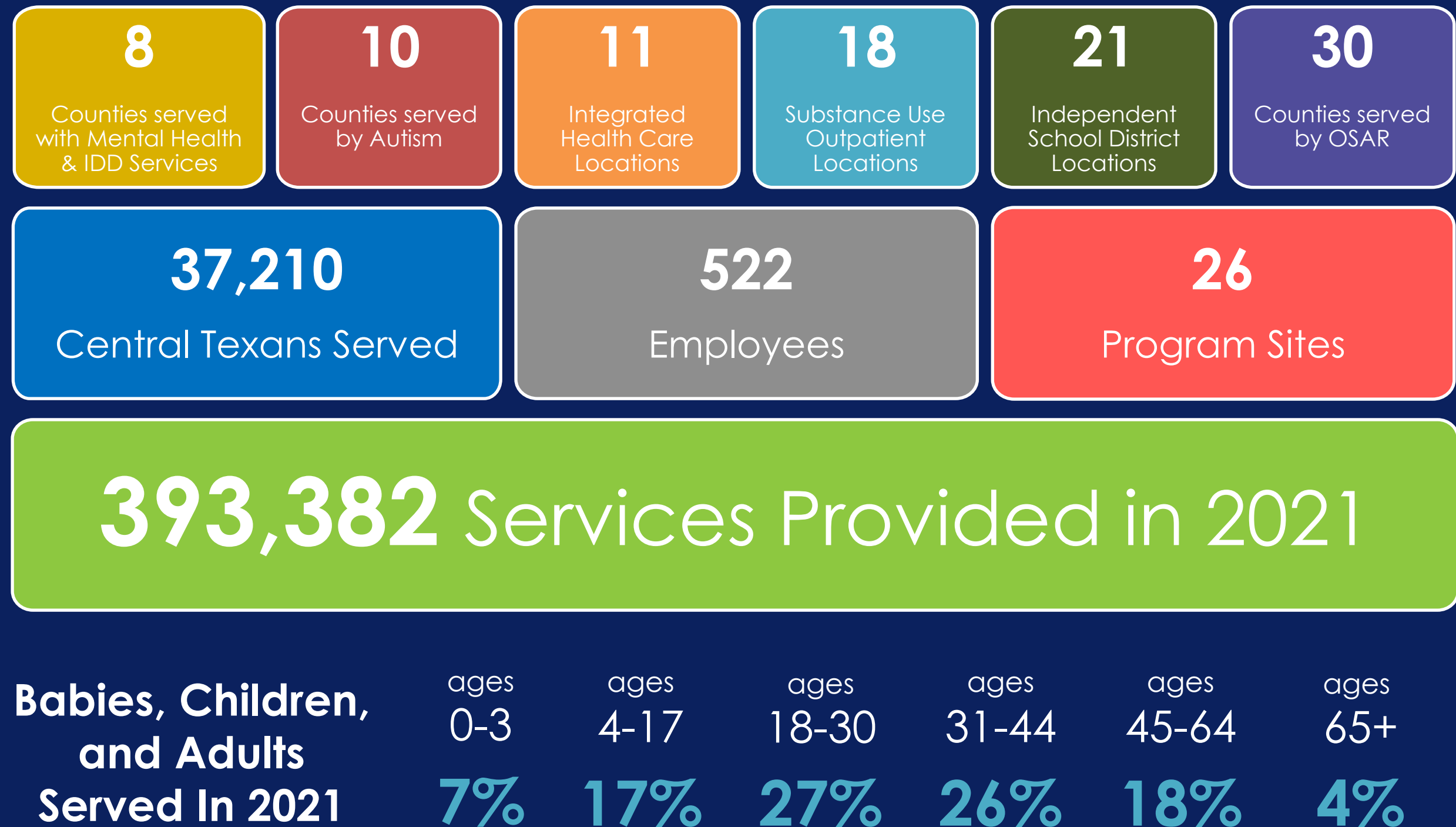
# 2021



**Our Mission:** Continuously shaping and investing in a system of care valued by our communities, designed to improve the health and independence of the persons we serve.

Supporting the vision for healthy and fulfilled lives, Bluebonnet Trails Community Services Board and Staff assure access to a comprehensive array of services strengthening individuals and families throughout a lifetime.

During 2021, the Center operated twenty-six office, residential setting, transitional home and program sites located in Bastrop, Burnet, Cedar Park, Elgin, Georgetown, Giddings, Gonzales, La Grange, Liberty Hill, Lockhart, Luling, Marble Falls, Round Rock, Schulenburg, Seguin and Taylor.





# INTEGRATED HEALTH CARE

Since 2008, BTCS has partnered to increase access to integrated healthcare in our communities. Working alongside Community Health Centers of South Central Texas as well as the Texas A&M College of Nursing, we provide primary care at 11 BTCS locations, including 5 newly added in 2021.

In Partnership with



**1,179**

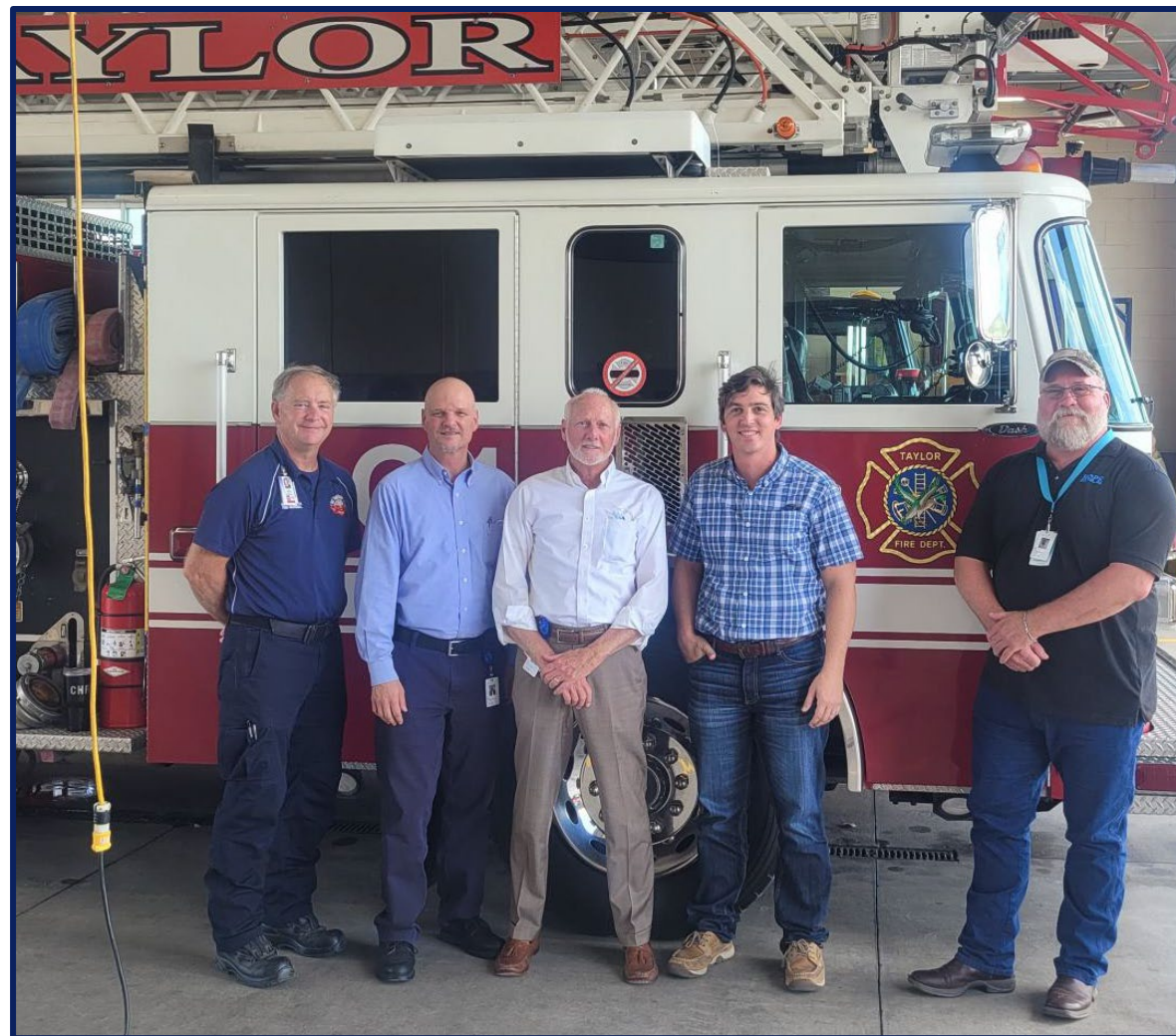
Individuals Served in 2021



TEXAS A&M UNIVERSITY  
College of Nursing

**295**

Individuals Served in 2021



**1,321**

**First Responder**

Contacts in 2021



Bluebonnet Trails  
Community Services



THE TEXANS RECOVERING TOGETHER  
COVID-19 VIRTUAL COUNSELING PROGRAM  
OFFERED FREE, SHORT-TERM CRISIS  
COUNSELING BY PHONE OR  
TELEVIDEO FOR INDIVIDUALS, FAMILIES,  
AND GROUPS LIVING IN BASTROP,  
BELL, BURNET, CALDWELL,  
CORYELL, FAYETTE, GONZALES, GUADALUPE,  
HAMILTON, LAMPASAS, LEE, MILAM AND  
WILLIAMSON COUNTIES.

GRANT END DATE: 1/30/2022



Individual  
Services  
**75**

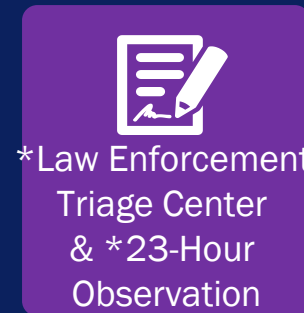
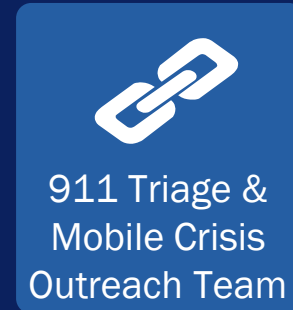
Individuals  
Trained  
**493**

Community  
Networking  
**4,727**

Materials  
Distributed  
**241,803**



# CRISIS SERVICES



## Crisis Continuum of Care

\* Opening in 2022

During FY2021, BTCS expanded the use of Private Psychiatric Beds (PPB) by approximately 300% through CARES Act funding received from Williamson County. PPB funding provides individuals who are uninsured the opportunity to receive critical inpatient care. The use of this resource has been driven by community need and the ongoing impact of COVID-19.



San Gabriel Crisis Center  
Georgetown, Texas



La Esperanza Crisis Center  
Seguin, Texas

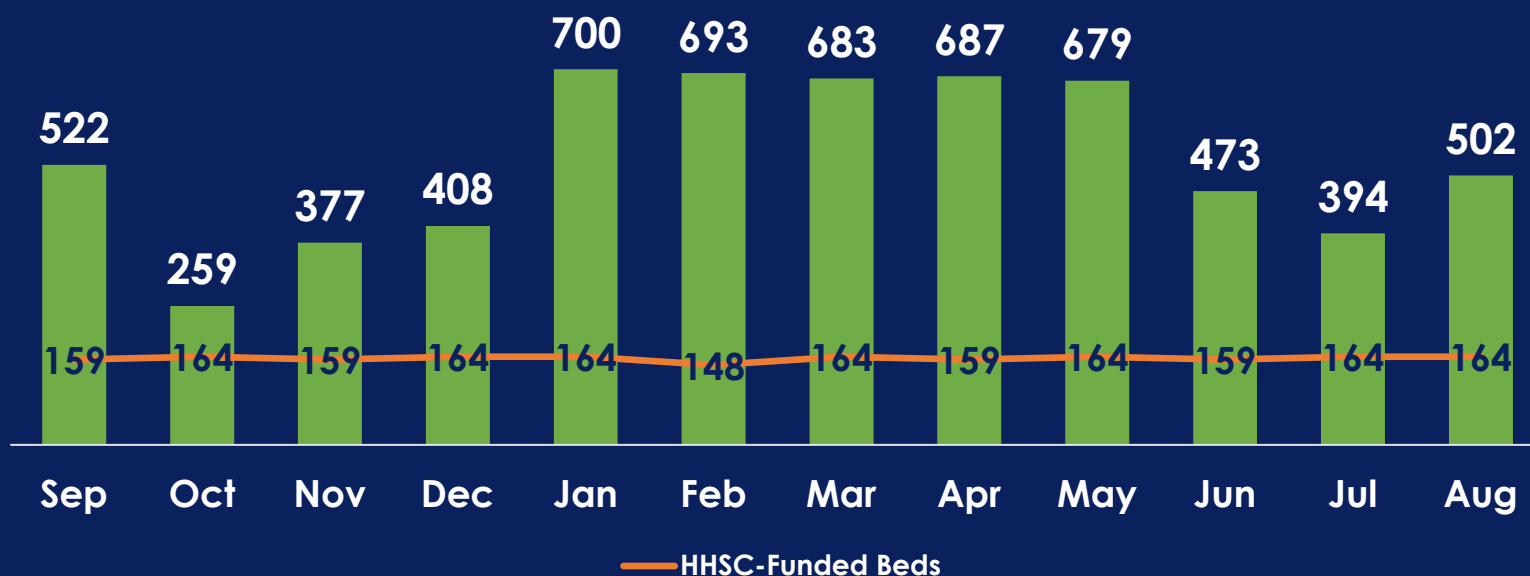


Extended Observation Unit  
Georgetown, Texas



Hospital Step-Down Program  
Georgetown, Texas

### Total Psychiatric Bed Days Purchased Per Month in FY21





# COMMUNITY-BASED TRAININGS

## Mental Health First Aid and Youth Mental Health First Aid

414

Persons Trained in 2021



## Skills for Psychological Recovery

194

Persons attended this 8-hour class in 2021 designed to build resilience in response to the emotional impact of COVID-19



Marble Falls Community Resource Center (CRC) Training Class

## Trauma-Informed Care



Trauma-Informed Care Training for Williamson County Sheriff's Department

970

Persons Trained in 2021

47

Trainings

## Sequential Intercept Mapping Exercise



25

Law enforcement, mental health, judicial and health care stakeholders participated in a SIM Mapping exercise in Caldwell County, funded by the Texas Judicial Commission on Mental Health and facilitated by the Meadows Mental Health Policy Institute







Ask about our CARF Accredited Programs and Services!

Joining our CCBHC certification and NCQA accreditation,  
we are now accredited by CARF - the Commission on  
Accreditation of Rehabilitation Facilities!



# 2021 PROGRAM HIGHLIGHTS



## La Grange Center Opening

BTCS proudly opened our new La Grange facility on May 17, 2021, in partnership with the Texas A&M College of Nursing.

The new location at 750 W Travis Street offers Autism, Early Childhood Intervention, Behavioral Health, Family Medical, Substance Use Recovery, Intellectual and Developmental Disability, and 24-Hour Crisis Services.



## State Hospital Step-Down Pilot Expansion

On September 1, 2020, BTCS opened its first State Hospital Step-Down Pilot Program in Georgetown under a three-year contract with the Texas Health and Human Services Commission (HHSC).

In June 2021, BTCS received funds from HHSC to open a second program location in Seguin. The Seguin State Hospital Step-Down Program will begin operation in January 2022.



## Crisis Services Expansion

In early 2021, BTCS completed renovation at the Georgetown Crisis Center after damage caused by the February Winter Storm. In October 2021, BTCS began renovation for a Therapeutic Respite Program for Youth in Round Rock and a Diversion Center with \$13,745,840 in Coronavirus Aid, Relief, and Economic Security (CARES) and American Rescue Plan Act (ARPA) funds allocated by Williamson County to bolster crisis services.



## Integrated Health Care Expansion

On September 9, 2021, BTCS opened the Family Health Clinic at Jarrell ISD in partnership with the school district and Texas A&M College of Nursing. Renovation of the school-based clinic was generously funded by the St. David's Foundation.

In 2021, our partnership with Texas A&M also allowed BTCS to add primary care at existing BTCS clinics in Cedar Park, Georgetown, Giddings and Taylor.



## Medication Assisted Treatment (MAT)

Through the award of a Certified Community Behavioral Health Clinic-Expansion (CCBHC-E) grant from the Substance Abuse and Mental Health Services Administration (SAMHSA) on February 15, 2021, BTCS expanded MAT Services to Bastrop, Fayette, Lee, Guadalupe, Gonzales, and Caldwell Counties.

The multi-disciplinary MAT team successfully treats Opioid Use Disorders through a combination of pharmacotherapy and behavioral therapy/supports.



## Outpatient Competency Restoration

On June 21, 2021, BTCS received a new contract from HHSC to begin an Outpatient Competency Restoration Program.

Designed to promote restored competency for adults found incompetent to stand trial, a coordinated and multidisciplinary team of professionals provides mental health care, substance use treatment, education on charges and the legal system, case management, and other rehabilitative services in the community to those court-ordered to participate.



## Outpatient Behavioral Intervention (OBI)

BTCS was one of five community centers selected in November 2020 to participate in an OBI demonstration pilot funded by HHSC throughout 2021.

The focus is to provide outpatient mental health services for persons with an Intellectual or Developmental Disability in Burnet and Williamson Counties.



## Mental Health at 911 Dispatch

Police, Fire, Ambulance, or Mental Health?

For persons experiencing emotional distress, BTCS now provides access to a mental health professional when calling 911 in Williamson County.

This project is made possible through a partnership with Williamson County Emergency Services and a Community Mental Health Centers grant awarded by SAMHSA to BTCS on September 22, 2021.



# FY 2021 FINANCIAL STATUS

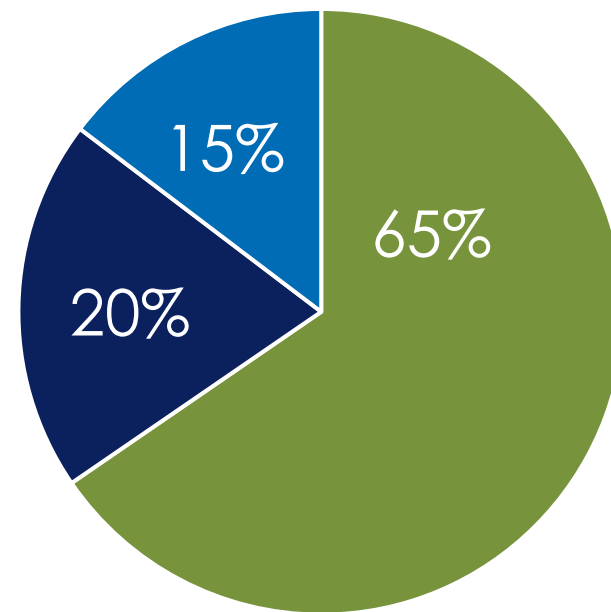
## ACHIEVING OUR STRATEGIC GOALS

### EXPENDITURES

in Fiscal Year

# 2021

## \$58,587,419



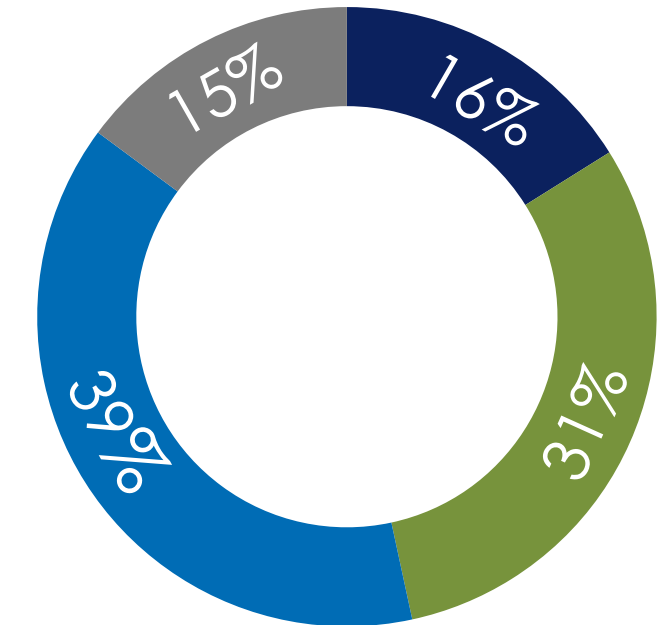
- Salaries and Benefits
- Contracted Professional and Consulting Fees
- All Other Operating Expenses

### REVENUES

in Fiscal Year

# 2021

## \$63,329,465



- Federal Programs and Grant Awards
- Local Investments
- State General Revenue
- 3rd Party Payment

The Center's finances are dependent upon our ability to strategically, efficiently and expeditiously shift our resources to address the needs of our communities through new opportunities as well as adhere to the requirements of our contracting agencies. During Fiscal Year 2021, the Center focused great attention and effort in diversifying funding streams through increased efforts and resources supporting our success through Medicaid Managed Care and applications for local, state and federal grant funding.



Ask about our CARF Accredited Programs and Services!



# Bluebonnet Trails

## Community Services



Bastrop Family Practice



Bastrop ISD Family Resource Center



Burnet Consolidated ISD



Cedar Park Center



Family Health Center at Elgin ISD



Extended Observation Unit at GBHI



Georgetown State Hospital Step-Down



Georgetown ISD



Giddings Center



Gonzales Center



Family Health Clinic at Jarrell ISD



La Esperanza Crisis Center



La Grange Center



Leander ISD



Liberty Hill Center



Lockhart Family Practice



Lockhart ISD



Luling Office



Marble Falls Center



Marble Falls ISD



Round Rock Center



San Gabriel Crisis Center



Schulenburg Center



Seguin Family Health Center



Seguin ISD



Taylor Center





# Diversion Center + 23-Hour Observation Program

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In partnership with the **Williamson County Sheriff's Office** and **Crisis Intervention Team**, BTCS will establish a Diversion Center in early 2022 for law enforcement allowing officers to return to duty as quickly as possible.

The co-located 23-Hour Observation program will provide psychiatric care and linkage to the most appropriate level of care – along with a safe transition to that level of care.







# Justice-Based Care Coordination

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In partnership with the **Williamson County Sheriff's Office** and **District Court**, BTCS will add a Court-Based Care Coordinator in January 2022 to expedite linkage of persons who are incarcerated or involved in court to medical, social and psychiatric care in the community:

- Reducing time between booking to court hearing
- Reducing return to justice systems
- Expediting ongoing care in a person's home community



# NICU TO ECI

Expedited ECI Admission for Babies Discharging  
from the Neonatal Intensive Care Unit

When families discharging from a Neonatal Intensive Care Unit (NICU) do not have provider support, the transition home can be challenging and isolating. Additionally, babies receive a high frequency of treatment in the NICU. When discharged, if babies do not practice the skills they have learned, they will lose them.

**Beginning January 2022, Early Childhood Intervention will partner with local NICUs to offer an expedited admissions process for babies in need of feeding and swallowing services. The new process will have a child enrolled and receiving feeding therapy within 14 days of NICU discharge.**





# Rural Health Clinic Status



With assistance from our chosen consultant, North American Healthcare Management Services, BTCS will pursue Rural Health Clinic (RHC) status in 2022 at our Giddings and La Grange locations.

With the completion of the La Grange Center in May 2021 and renovations underway in Giddings scheduled to conclude in April 2022, BTCS is preparing for a successful RHC application.

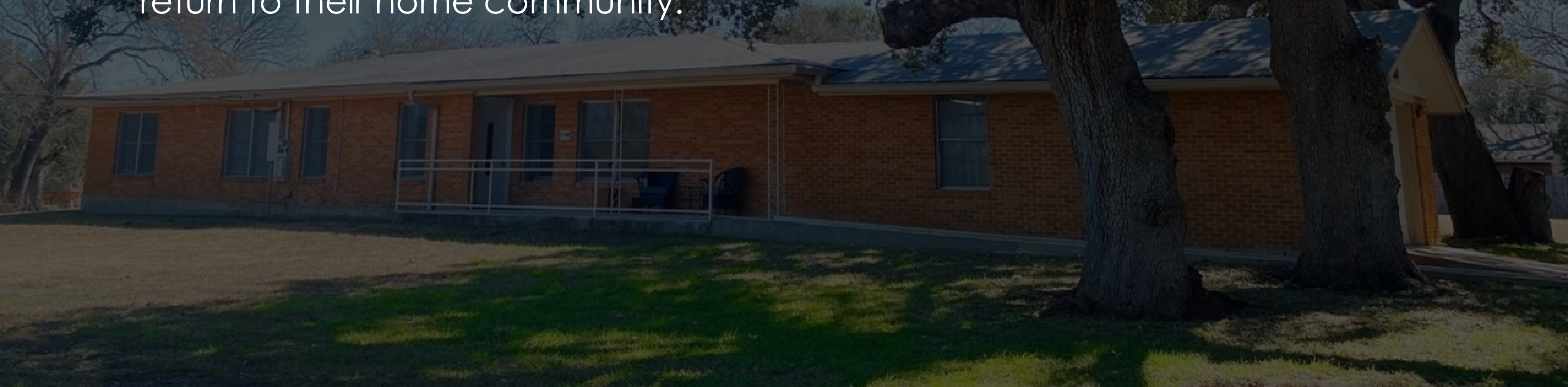


# Seguin State Hospital Step-Down Program

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In early 2022, BTCS will accept the first participant at a new State Hospital Step-Down Program in Seguin, Texas.

The program is designed to step down individuals who are psychiatrically and/or medically fragile from inpatient state hospital settings to more appropriate community-based settings. The goal is to support the recovery of the individual through intensive therapies and services for a successful return to their home community.







# Therapeutic Respite Programs for Youth

In March 2022, BTCS will open a 16-bed Therapeutic Respite Program for Youth in Round Rock to provide a safe environment for youth in crisis, between the ages of 5-17. This program is made possible through generous CARES and ARPA funds allocated by Williamson County.

BTCS plans to open a second 10-bed Therapeutic Respite Program for Youth in Guadalupe County in 2022. This program will be funded by the Texas Health and Human Services Commission awarding BTCS funding through a competitive application process.

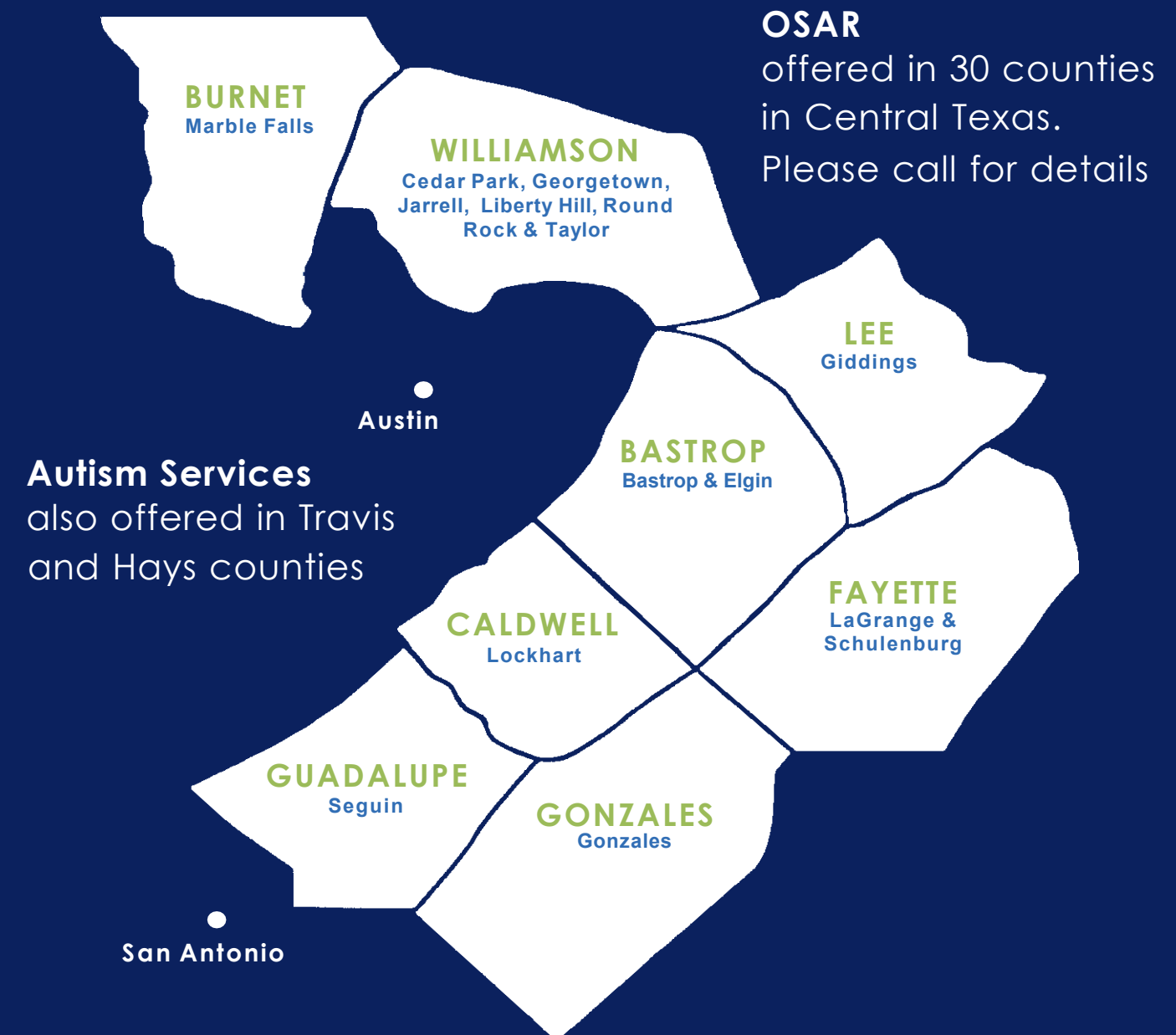
These trauma-informed, community-based crisis intervention programs will serve as an alternative to psychiatric hospitalization for youth and their families. During a crisis respite stay—through a wraparound approach—youth will have access to an array of innovative services: play therapy, sand tray therapy, trauma-focused cognitive behavioral therapy, and brief-solution focused therapy. Treatment will focus on reunification and increased functioning in the home and community. Recognizing that family and home life are key, our family partners and care coordinators will assist in providing culturally-sensitive and linguistically diverse care.



## OUTPATIENT LOCATIONS

<b>Bastrop</b>	275 Jackson Street, Bastrop 711 West 10th Street, Elgin
<b>Burnet</b>	4606 Innovation Loop, Marble Falls
<b>Caldwell</b>	2060 South Colorado Street, Lockhart
<b>Fayette</b>	750 West Travis Street, La Grange 401 Bucek Street, Schulenburg
<b>Gonzales</b>	228 Saint George Street, Gonzales
<b>Guadalupe</b>	1104 Jefferson Street, Seguin
<b>Lee</b>	849 East Industry Street, Giddings
<b>Williamson</b>	1009 North Georgetown Street, Round Rock 404 Carlos G. Parker Blvd. NW, Taylor 1401 Medical Pkwy, Bldg C #300, Cedar Park 155 Hillcrest Lane, Liberty Hill 301 East Avenue F, Jarrell

School-based services are offered in Bastrop, Burnet, Elgin, Georgetown, Jarrell, La Grange, Lockhart, Marble Falls, Round Rock, and Seguin Independent School Districts. Please visit [www.bbtrails.org](http://www.bbtrails.org) for details.



**OSAR**  
offered in 30 counties  
in Central Texas.  
Please call for details

**Autism Services**  
also offered in Travis  
and Hays counties

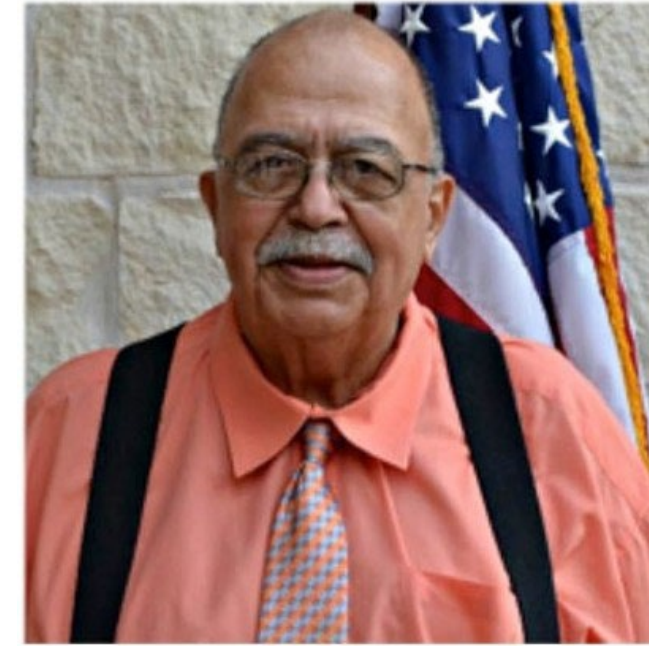




Robert Heinrich,  
**Fayette County**  
Board Vice Chair



Barbara Bogart,  
**Bastrop County**  
Board Secretary



Robert L. Willrich, Sr.,  
**Lee County**  
Board Member



Shirley Hester,  
**Guadalupe County**  
Board Member



Tom Bonn,  
**Caldwell County**  
Board Member



John Raek e,  
**Gonzales County**  
Board Member



Roxanne Nelson,  
**Burnet County**  
Board Member



Sheriff Calvin Boyd,  
**Burnet County**  
Ex-Officio Member



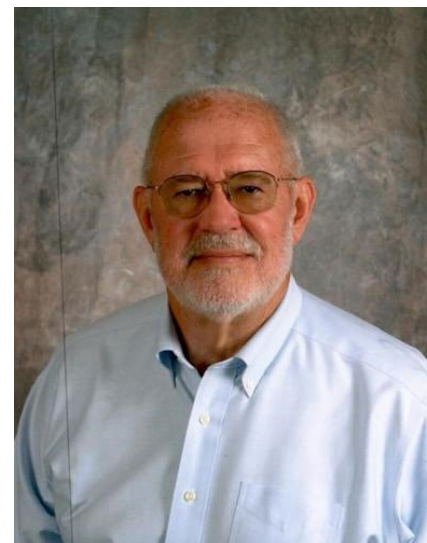
Sheriff Arnold Zwicke,  
**Guadalupe County**  
Ex-Officio Member



When the State of Texas committed to designing the 36<sup>th</sup> community center serving Texans, **Hartley Sappington** was tapped to take a leading role in the development of Bluebonnet Trails Community Services. When the Center was officially formed on September 1, 1997, Hartley Sappington became the Williamson County representative to our Board of Trustees. Over the last 24 years, Hartley represented our Center on the Board of the Texas Council of Community Centers, the Board of the Texas Council Risk Management Fund and in countless meetings with our legislators, local officials and task forces. Over the last 3 years, Hartley Sappington served as the Chair of our Board of Trustees.

We grieve the loss of this Servant Leader who passed on December 4, 2021, and we know we are stronger to have stood on the shoulders of this giant as we reached for the stars.

We will continue to grow the legacy imagined and shaped by Hartley Sappington as we search for a new Williamson County board member.



Hartley Sappington,  
**Williamson County**  
2021 Board Chair